

# Implementing the System Blueprint

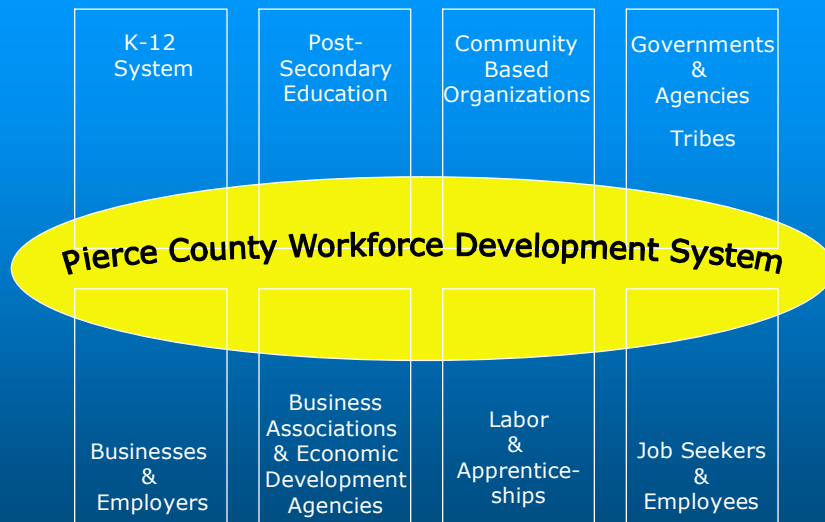
## Workforce Development System Scope

Build a system that deliberately manages workforce development efforts based on economic development priorities established by the business and employer community.

## A Vital Asset to the Community

The workforce development system is the training and employment *institution* for Pierce County.

- Integrated into the community through widespread awareness by everyone and utilized by everyone
- The customer experience is consistent throughout all points of contact
- Partners look and act like a single entity



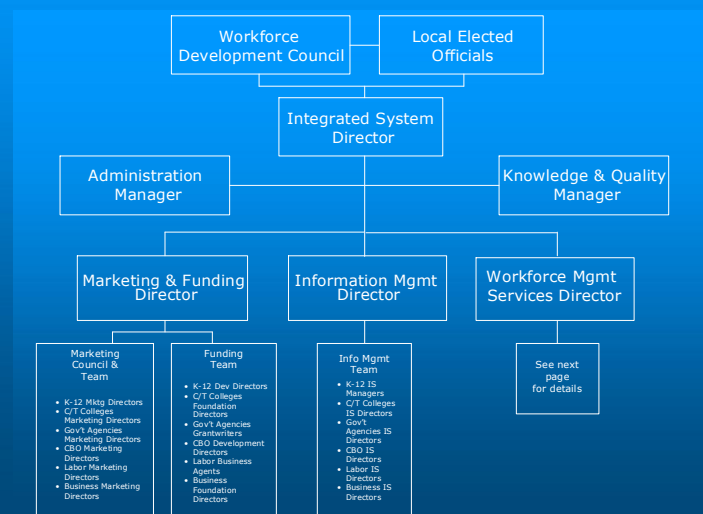


Whose project is this?

## Implementation Questions

- Is the integrated System concept possible?
- How do all partners deliver seamless service designed for the customer?
- How will the System know it has an impact?
- What information can partners begin sharing immediately?
- What no-cost changes can we make that demonstrate commitment to the future?

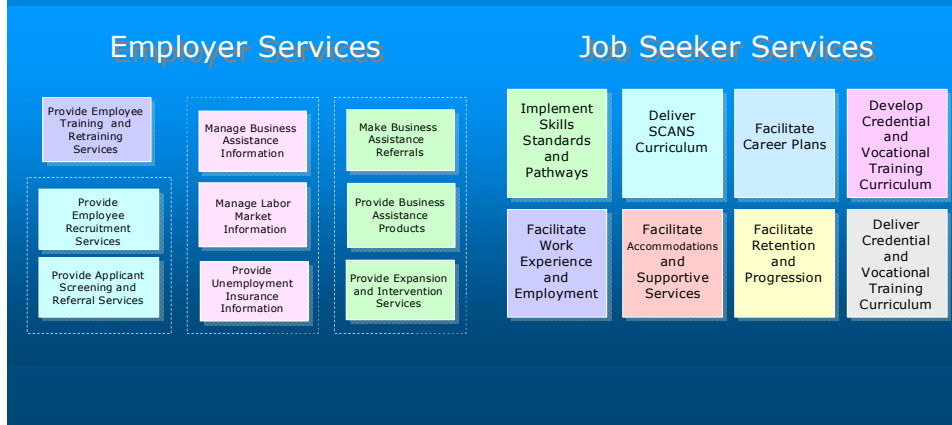
## Q1: Is the integrated System concept possible?



## Steps to Answer Question 1

- Identify feasible funding and legal entity scenarios
- Determine organizational structure attributes (capabilities, resource requirements, service duration, etc)
- Share proposal with stakeholders
- Allocate partners to organization structure
- Develop MOU
- Launch leadership selection process

## Q2: How do all partners deliver seamless service designed for the customer?



## Steps to Answer Question 2

- Understand the key customer attributes that drive the design of the customer experience
- Define customer service philosophy
- Design the customer service process
- Design physical and virtual site attributes
- Implement no-cost elements
- Create funding strategy for remaining implementation

## Q3: How will the System know it has an impact?

### Building the System

- Partner engagement status
- Team staffing
- Services roll out
- Partner training delivered
- Physical sites deployed

### Pipeline Performance

- Customer satisfaction rates
- Workforce gap closures
- Graduations per skillset
- Incumbent worker placements
- Retention rates
- Wage progression rates
- SCANS training effectiveness

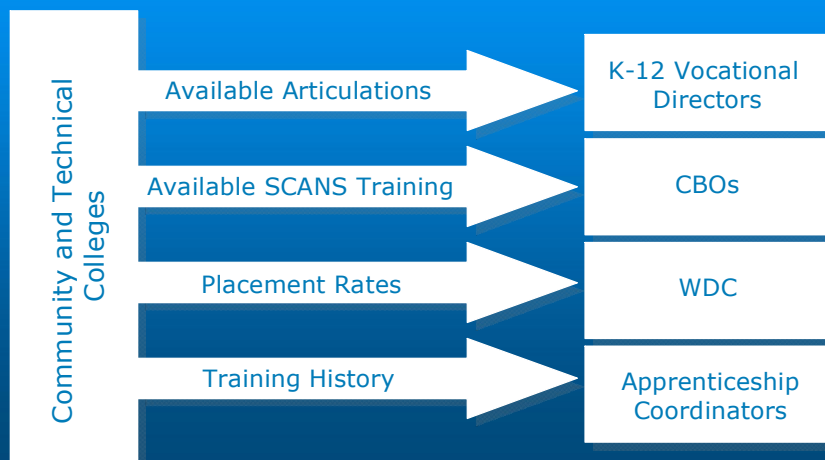
### Operational Effectiveness

- Cost of service per segment
- Cost of service per customer type
- Budget actuals versus planned
- Communication quality
- Program return on investment

## Steps to Answer Question 3

- Define success/failure indicators
- Design measurement/evaluation processes
- Determine performance baseline
- Establish performance goals
- Implement no-cost elements
- Create funding strategy for remaining implementation

## Q4: What information can partners begin sharing immediately?



## Steps to Answer Question 4

- Determine for existing information requirements which can be met in the short term
- Establish mechanisms for information collection and exchange
- Implement no-cost elements
- Create funding strategy for remaining implementation

Q5: What no-cost changes can we make that demonstrate commitment to the future?





## Steps to Answer Question 5

- Review all required changes and select no-cost candidates
- Assess change impacts and barriers
- Select high-probability changes
- Assign implementation responsibilities
- Begin implementation

## WDC Leadership

- Select and empower teams
- Buy-off on project plans and deliverables
- Establish firm timelines
- Make needed resources available
- Oversee progress
- Hold teams accountable for deliverables